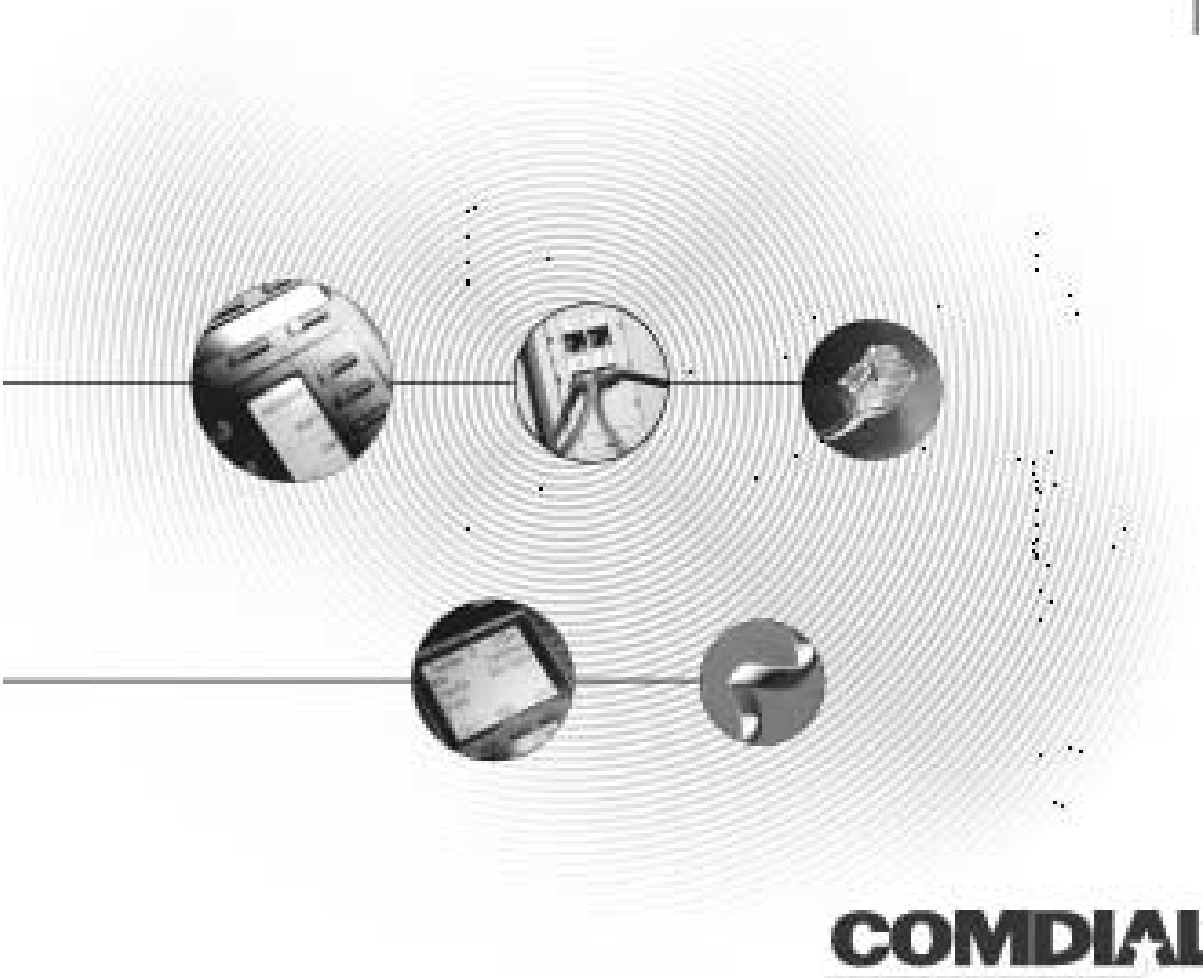
USER GUIDE

DSU II Digital Expandable Systems

Single Line Proprietary Telephone Station User's Guide

This publication supports the Impact LCD Speakerphones



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This User's Guide is for the following system:

DSU II Digital Expandable Systems

This user's guide applies to the following telephone models:

- Impact 8101N-** Rev. A and later.
- Impact 8201N-** Rev. A and later.

Contact your Comdial dealer for updates of this as well as other Comdial publications.

About This Book

This user's guide serves as both an introduction for new speakerphone users and a reference for experienced users.

Introduction

The first chapter of the manual describes the initial setup and adjustments necessary to begin using your speakerphone.

1 Getting Started

The following chapters describe the basic and advanced features of the DSU II Digital Expandable Systems.

2 Answering Calls
3 Making Calls
4 Advanced Call Handling
5 Nonverbal Messaging
6 Programming
7 Other Advanced Features

Following the advanced features descriptions are a reference table and a glossary that defines many general phrases and abbreviations which may not be familiar to users.

Appendix A Quick Reference Guide
Appendix B Glossary

Finally, at the end of this publication, an index provides a detailed reference to the feature locations.

Index

NOTE: Throughout this book, all references to fixed buttons (keypad, *DSS/BLF*, *SPEAKER*, *HOLD*, etc...) are printed in upper case, italic type; for example, "**PRESS** *INTERCOM* ."

All references to interactive buttons (which are used to make selections on the speakerphone display) are printed in upper case, bold italic type; for example, "**SELECT** OPTIONS ."

Also, to eliminate confusion, the text of this guide instructs users to "**PRESS**" fixed buttons of the telephone and "**SELECT**" interactive buttons as in the examples above. Instructions to "**DIAL**" refer to numbers or symbols on the keypad.

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1 Getting Started

Welcome

Congratulations and thank you for using a Comdial telephone! Your digital station is supported by a communication system with hundreds of built-in, standard features. This manual serves as a helpful guide for using these various functions.

The sections in this introductory chapter help you initially set up your station and become familiar with the controls and indicators. The remaining sections are titled as follows:

- Setting Up Your Station
- Understanding the Basic Functions
- Your Station's Buttons
- Your Station's Display Lights

Setting Up Your Station

When your new station arrives, the system installer unpacks your station and connects the line to a system jack. The following sections describe a few initial adjustments that will allow you to quickly begin making and answering calls with some of the most basic features.

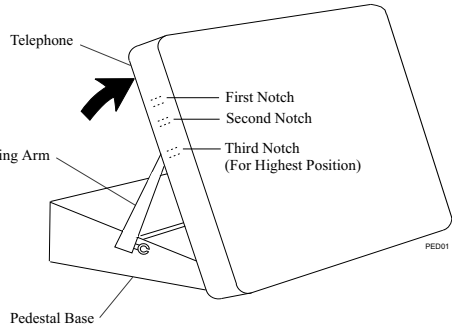
An Impact 8101 Station

Positioning Your Station

If you are using an Impact 8201N SCS model, your telephone has an adjustable pedestal to allow you to select the most comfortable viewing angle. When you receive the telephone, the pedestal is in its lowest position—flush against the pedestal.

To adjust the pedestal (8201N only),

1. **GRASP** the rear of the pedestal base firmly with one hand **AND LIFT** the rear portion of the telephone upward with your other hand.
2. **LIFT** the telephone upward with one hand **AND RAISE** the telephone supporting arms upward with your other hand. (Notice there are three sets of notches under the telephone corresponding to the three positions available.)



Adjusting The Pedestal

3. When the telephone is at the desired height, **SELECT** the closest pair of notches **AND INSERT** the supporting arms in the notches. **PRESS DOWN *slightly*** on the telephone **UNTIL** you feel the supporting arms snap into place.

Setting a Personal Ringing Tone and Volume

You can choose one of eight different ring tones for your telephone. Often, when several telephones are located close together, each user chooses a different personal ring tone.

To select one of the ring tones, proceed as follows:

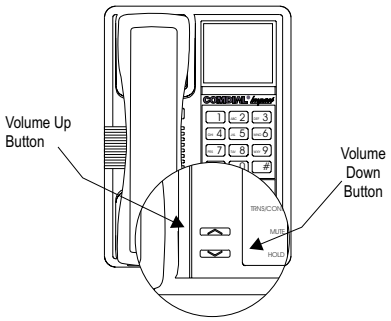
1. **PRESS** *INTERCOM*.
2. **DIAL** [*] [*] [4].
3. **DIAL** number ([1] to [8]) to select ring tone.
4. The next time your telephone rings, you will hear the new ring tone.

***NOTE**: On the 8101N, a three-position switch on the bottom of the telephone controls the ringer volume. There is no handset volume control.*

The volume control on your telephone is a multipurpose control you can use to set the volume (loudness) of the ringer, the speaker, and the handset.

To set the ringer loudness level,

1. While your telephone is on-hook and idle, **PRESS** the *VOLUME UP* **OR** *VOLUME DOWN* button once for each change in loudness you desire. The ringer sounds once for each change as an example of the current setting.



Impact SCS Volume Buttons

Answering and Making Calls

Your station is now properly configured to answer and making calls to both stations within your system (intercom calls) and outside lines. Remember, when you dial an outside number, you must first select a line to connect your system to the local exchange.

When you hear outside ringing (two long bursts) or intercom ringing (two short bursts),

1. **LIFT** handset.

To dial an outside number manually,

1. **LIFT** handset .
2. **DIAL** 9 **OR** other line button to select line (See *Line Groups* in the system specific Advanced Features chapters for more information on selecting an outside line).
3. **LISTEN** for dial tone.
4. **DIAL** number.

Your Station's Buttons

Hold Button (HOLD)

- Places a line or intercom call on hold.
- Stores pauses in number sequences during programming.
- If multiple held calls feature is available, scans or scrolls through calls placed on hold (when hold light is flashing).

Intercom Button (INTERCOM)

- Selects an intercom line.
- Allows you to initiate many of the telephone's features.

Mute Button (MUTE)

- Keeps the person on the line from hearing your conversation.

Message Button (MESSAGE) (8201N only)

- Allows you to activate the message waiting light at another station by pressing this button and dialing the extension.
- Allows user to quickly return the call of another station that left a message using the indicating light.

Tap Button (TAP)

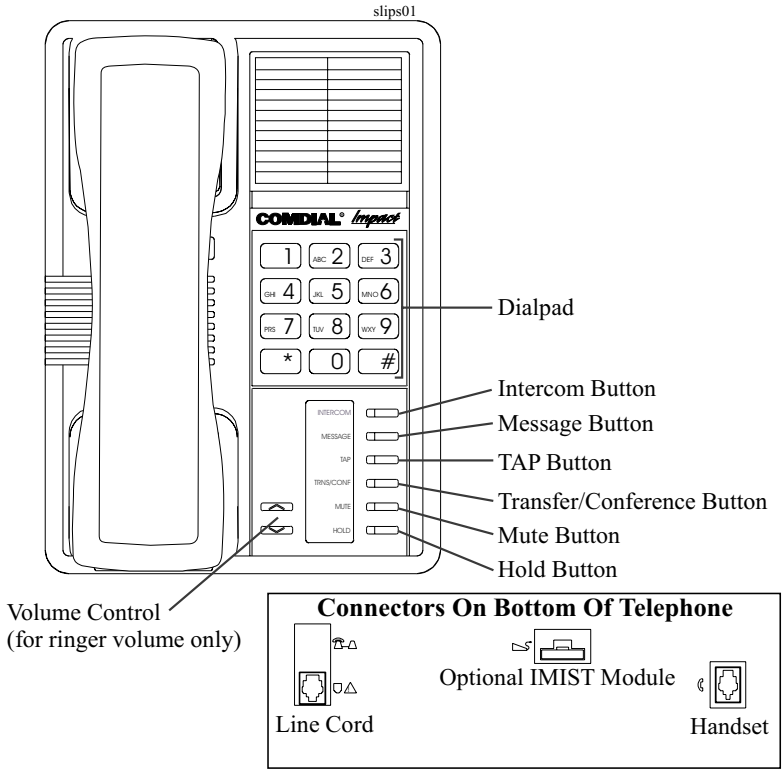
- Recalls dial tone or generates a hookflash.
- Retrieves held calls or last call placed on hold.

Transfer/Conference Button (TRNS/CONF)

- Transfers calls.
- Sets up conference calls.

Volume Control (VOLUME UP or VOLUME DOWN)

- Regulates the volume of the ringer.



Impact SCS 8201N Single Line Telephone

Your Station's Display Lights

Next to a fixed feature or programmable feature button:

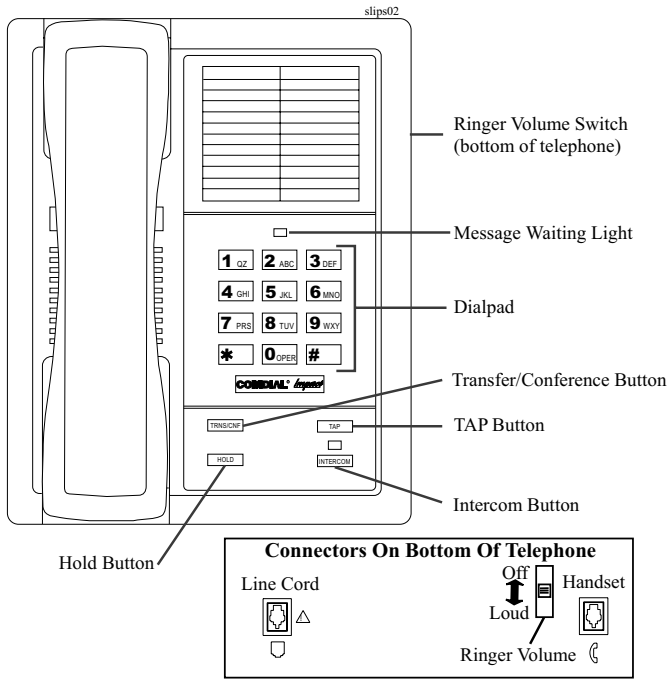
- Steady red = the feature is on.
- Steady off = the feature is off.

Next to INTERCOM button:

- Steady green with a quick flash = you are using your intercom.
- Fluttering red = an LCD message is set on your telephone for others to receive when calling.
- Flashing orange = someone is calling your extension or a call is being transferred to you.

Above the keypad (8101N only):

- Fast flashing red = message awaits pick up.
- Winking green with repetitive off periods = a line is on hold at your station.



Impact 8101N Single Line Telephone

2 Answering Calls

Answering Outside Calls

A call that rings on an outside line will sound long, single-tone bursts and will light the line status light.

When you hear outside ringing (long bursts) and observe a flashing light,

1. **LIFT** handset.

Answering Intercom Calls

An intercom call is between two stations of the same systems. You can differentiate intercom calls from outside calls by the distinctive ring pattern. An intercom call sounds two short ring bursts on the receiving station.

When you hear intercom ringing (short bursts) and observe a flashing light,

1. **LIFT** handset.

Holding Calls

You can place a call on hold and retrieve it later. With a regular hold, you can pick up the held call at your telephone or another user can pick the call up at a telephone sharing the held call line.

To place a call on hold,

1. **PRESS** *HOLD*. *HOLD* button light begins to blink.

To retrieve a held call,

1. **PRESS** *TAP.*

Exclusive Hold

With an exclusive hold condition, you must pick up the held call at your telephone; no other telephone has access to it.

To place a call on exclusive hold,

1. **PRESS** *HOLD* twice.

To retrieve exclusive hold,

1. **PRESS** *TAP* **AND LIFT** handset.

Handling Hold Recalls

After a call has been on hold for the period of time (set by the installer of your system), the system will cause four quick hold recall tone bursts to sound at your telephone, the flash rate of the line button becomes faster and the light becomes orange. If the call is on exclusive hold, it will revert to manual hold after the hold recall period .

If a held line is recalling, choose one of the following:

1. **PRESS** *HOLD* (station button) to place the call on hold at your station and restart hold timer.
2. **PRESS** *TAP* to retrieve the call.

Directed Hold

The installer can add a directed station hold feature to your telephone. With this feature, you can place a call on hold at another telephone.

To place a call on hold at another telephone (directed hold),

1. While on line, **PRESS** *INTERCOM* **OR** *TRNS/CONF* if intercom call.
2. **DIAL** [*][9][0].
3. **DIAL** extension number of telephone to receive held call.

You can pick this call back up if you need to. To do this,

1. **LIFT** handset **AND DIAL** [*][4].
2. **DIAL** extension number of that telephone.
3. **ANSWER** call as desired **OR PRESS** *SPEAKER* to hang up.

To pick up a call that was placed on hold at your telephone by a user at another telephone,

1. **PRESS** *INTERCOM* **AND DIAL** [#][9][0].

Call Pickup

The Impact system offers three distinct methods to answer incoming calls that are ringing at other stations.

Group Call Pickup

The installer often arranges several telephones together in a user group. If your telephone is so arranged, you can answer calls that are ringing at other stations within your particular group.

To answer a call that is ringing within your group,

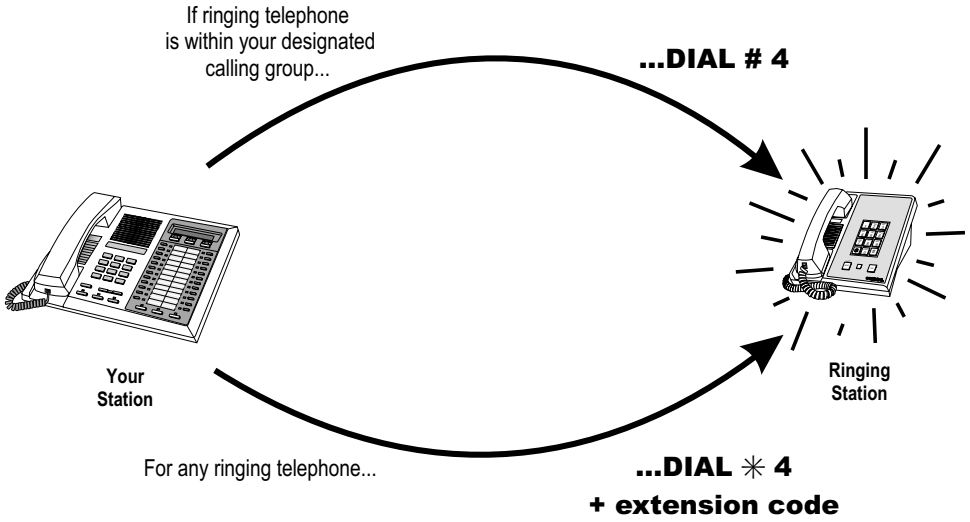
1. **PRESS** *INTERCOM.*
2. **DIAL** #4.
3. **SPEAK** toward telephone **OR LIFT** handset if privacy is desired.

Directed Call Pickup

Also, you can answer a call that is ringing at any telephone in the system if you know the telephone's extension number.

To answer a call that is ringing at any telephone in the system,

1. **PRESS** *INTERCOM.*
2. **DIAL** *4.
3. **DIAL** extension number of ringing telephone.
4. **SPEAK** toward telephone **OR LIFT** handset if privacy is desired.



Answering Calls for Other Stations

Night Transferred Calls - Line Access From Any Station

The system attendant can take action that transfers incoming calls to a particular station or stations for off-hour ringing.

When you hear ringing,

1. **PRESS** *INTERCOM*.
2. **DIAL** 8 0.
3. **SPEAK** toward telephone to answer call **OR LIFT** handset if privacy is desired.

Receiving Subdued Off-Hook Voice Announcements (SOHVA)

Handling an Incoming SOHVA

This feature allows an intercom caller to break into your call by making an announcement through your handset receiver. The distant party that you are currently talking to cannot hear the announcement made by the SOHVA caller.

To respond to a SOHVA verbally (not available on 8101N),

1. **PRESS AND HOLD** *MUTE*.
2. **SPEAK** into handset. Distant party cannot hear your response.
3. **RELEASE** *MUTE* after response is complete to return to distant party.

To respond to a SOHVA by blocking (see below for more information),

1. **PROGRAM** Voice Announce Block when you hear SOHVA tone. (SOHVA call is disconnected).

Voice Announce Blocking

This feature blocks Subdued Off-Hook Voice Announcements (SOHVA) and generates a tone in response to attempted SOHVAs.

To block all voice-announced calls,

1. **PRESS** *INTERCOM*.
2. **DIAL** [*][2].

To unblock all voice-announced calls,

1. **PRESS** *INTERCOM*.
2. **DIAL** [#][2].

3 Making Calls

Making Outside Calls

You can manually dial a number over any telephone line you select. Or, if the installer assigned a prime line or the idle line preference feature to your LCD station, it will automatically select a line for use when you lift the handset.

To dial an outside number manually,

1. **LIFT** handset
2. **DIAL** 9 **OR** other line button to select line (See *Line Groups* in the system specific Advanced Features chapters for more information on selecting an outside line).
3. **LISTEN** for dial tone.
4. **DIAL** number.

If your station has been assigned a prime line, you will not have to select a line before dialing outside your system.

To dial an outside number using your prime line,

1. **LIFT** handset. Outside line is automatically selected.
2. **LISTEN** for dial tone.
3. **DIAL** number.

Making Intercom Calls

There are two methods for making an intercom call. One causes the called telephone to ring (tone-first). The other causes your voice to sound out at the called telephone (voice-first). Your installer can set the system to deliver either tone-first or voice-first calling.

Any user can change a call to the opposite method for that call simply by pressing the *INTERCOM* button again after dialing the extension number.

To manually cause the other telephone to ring (tone calling),

1. **LIFT** handset.
2. **DIAL** extension number (called telephone will ring).

To voice announce manually (voice calling),

1. **PRESS** *INTERCOM*.
2. **DIAL** extension number.
3. **SPEAK** your announcement.

Automatic Dialing

There are two types of automatic dial numbers: (1) numbers that you store for your own use (personal speed dial numbers), and (2) numbers that the system attendant stores for everyone's use (system speed dial numbers).

To speed dial a personal speed dial number stored at the dial pad,

1. **LIFT** handset.
2. **DIAL** speed dial number on dial pad **(** 0 to 9 **)**.

To speed dial a system speed dial number stored at the dial pad,

1. **LIFT** handset.
2. **DIAL** * **AND** system speed dial number.

Paging

Your system provides an all-call or a zone page feature that you access by dialing special codes. This arrangement sounds your voice announcement through the telephone speakers or through an external paging unit.

If your system provides an external paging unit,

1. **LIFT** handset.
2. **PRESS** *INTERCOM* **AND CHOOSE** one of the following options:
   - **DIAL** extension number of station equipped and enabled for paging (see programming section of this user's guide), or
   - **PRESS** paging button assigned by the installer, or
   - **DIAL** 8 9 for special paging port.
3. **MAKE** announcement.
4. **HANG UP** to end.

If your system provides all-call or zone paging,

1. **LIFT** handset.
2. **PRESS** *INTERCOM*.
3. **DIAL** 8 7 for all-call, **OR DIAL** 8 4, 8 5, or 8 6 for zone 1, 2, or 3.
4. **MAKE** announcement.
5. **STAY** on line if awaiting a reply (known as Meet-Me page), **OR HANG UP** to end.

To make a reply to a Meet-Me page,

1. **LIFT** handset of nearest telephone.
2. **PRESS** *INTERCOM*.
3. **DIAL** 8 8.

Camping On Options

Busy or Idle Station, Automatic Callback

If the telephone you have called on the intercom line is busy or rings with no answer, you can have the system ring your telephone when the called station becomes idle (if it was busy) or when there is any activity initiated at that telephone (if it rang with no answer before).

To camp on at a busy or no answer station,

1. **MAKE** intercom call.

> ***NOTE**: If you make a call in the voice-announce mode and receive no answer at the called station, press INTERCOM before dialing ✳ 6 in order to camp-on at that station.*

2. **DIAL** [*] [6].
3. Your telephone immediately hangs up. When the telephone you called becomes idle, your telephone will ring with five short ring bursts.
4. **PRESS** *INTERCOM* when you hear the ring bursts. The other telephone will start ringing.

To cancel automatic ringback,

1. **PRESS** *INTERCOM* **AND DIAL** [#] [6].

To camp on at a station with a Do Not Disturb condition set,

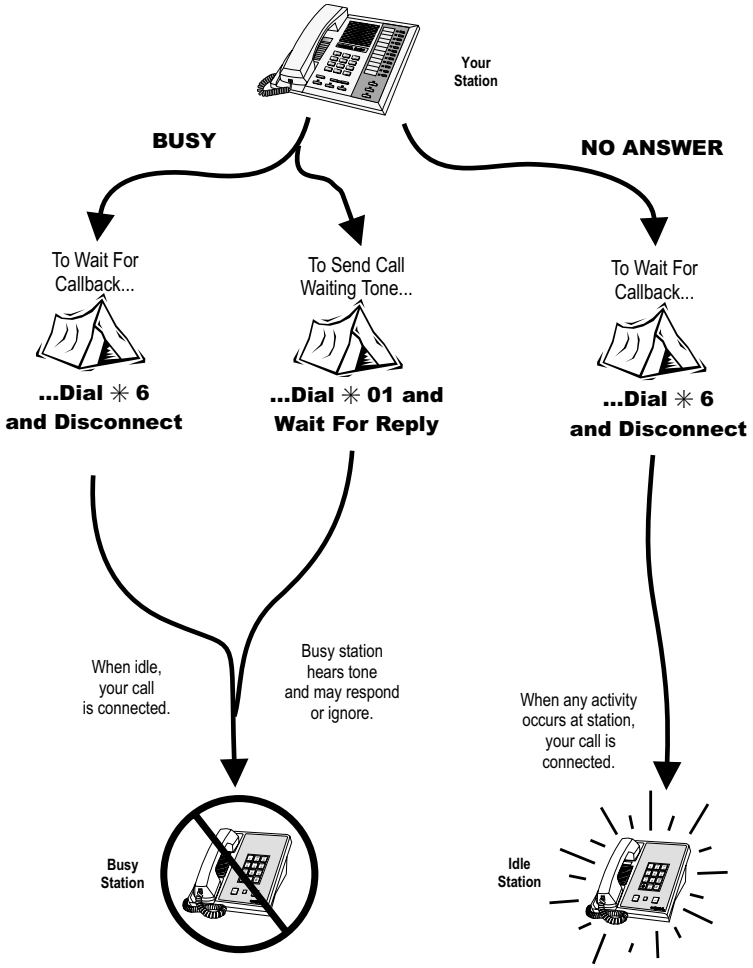
1. **MAKE** intercom call.
2. **DIAL** [*] [6]. A callback will occur when called station is no longer set in the Do Not Disturb mode.

Busy Station, Wait For An Answer (Call Waiting)

If the telephone you have called is busy, you can send a call waiting tone to a busy telephone and wait on the line for an answer.

To camp on when you hear a busy signal,

1. **MAKE** intercom call **AND HEAR** busy signal.
2. **DIAL** [*] [0] [1].
3. Remain on line awaiting a reply.
4. The called party will hear a short tone burst. They can either place their current call on hold or hang it up and then answer your call.



Camping On Options

Redialing

The system *temporarily* saves the first 16 digits of the last manually dialed number for your redial use—if the last number you called is busy or is not answering, you can redial it once or initiate repeated redialing. Subsequent dialing activity overwrites a temporarily saved number.

To redial the last-dialed number,

1. **LIFT** handset **OR DISCONNECT** current ringing or busy tone.
2. **DIAL** #.
3. **LISTEN** for ringing or busy tone over the telephone.

4 Advanced Call Handling

Waiting for a Line (Queuing)

If all the lines in a line group are busy, you can place your telephone in a queue to await an idle line in the line group.

To queue for a line group,

1. **LIFT** handset **AND PRESS** *INTERCOM*.
2. **DIAL** line group access code **(9**, **81**, **82**, **83)**.
3. **HEAR** busy tone.
4. **DIAL** [*][8] **AND HANG UP**.
5. When line group is free, your telephone sounds several short ring bursts.
6. **LIFT** the handset, **LISTEN** for dial tone **AND MAKE** call.

To cancel line group queuing,

1. **PRESS** *INTERCOM*, **DIAL** [#][8] **AND HANG UP**.

Conferencing

Creating a Conference Call

When you join your telephone together with several other telephones on the same call, the effect is called conferencing. You can make conference calls that involve up to five parties, including you as the originating party, in any combination of outside lines and intercom parties.

> ***NOTE:*** *When setting up a conference call with outside lines and internal telephones, you must call the outside lines first.*

To set up a conference call that includes both outside lines and intercom parties, outside lines alone, or intercom parties alone,

1. **MAKE** first call.
2. **PRESS** *TRNS/CONF* (call is placed on hold automatically).
3. **MAKE** next call.
4. **PRESS** *TRNS/CONF* to establish conference.
5. **REPEAT** the last three procedures to add up to two more parties, establishing a 5-party conference (including yourself).

To continue conversation on remaining line after other outside lines have dropped out of conference,

1. **PRESS** the line button of the remaining party.

To retrieve a line from hold and bring that party back into the conference,

1. **PRESS** *TRNS/CONF*.
2. **PRESS** line button.
3. **PRESS** *TRNS/CONF*.

Unsupervised Conference Calls

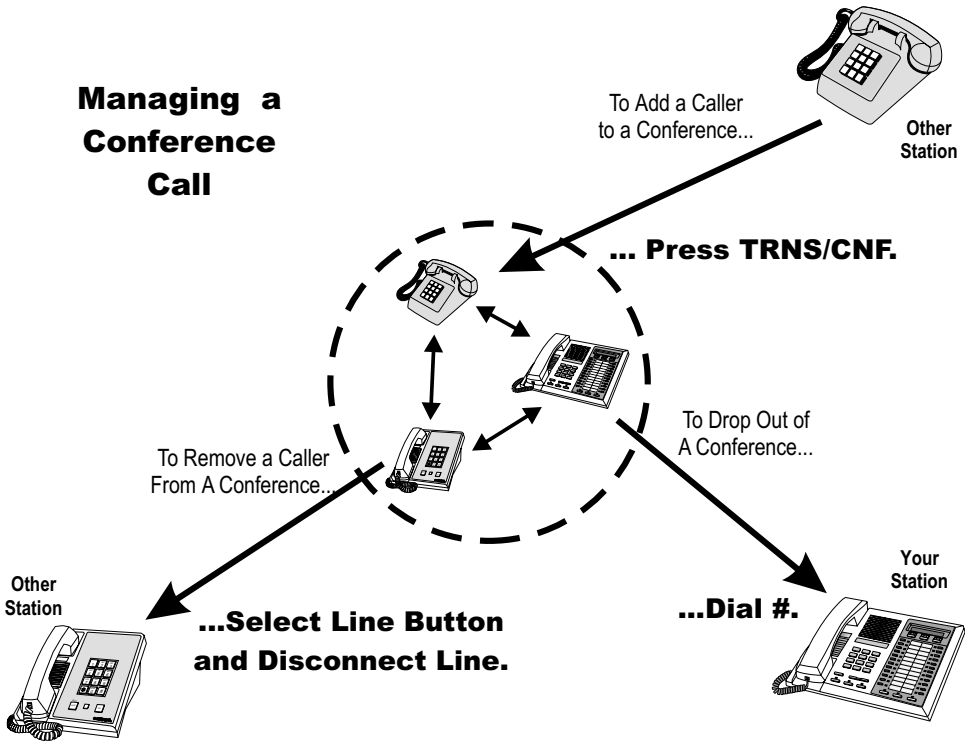
If you are involved in a conference call with two outside lines, you can drop out of this established conference call and leave the outside lines in the conference with each other. This is known as an "unsupervised conference" call.

To drop out of a conference call between you and two outside lines (creating an unsupervised conference),

1. **DIAL** # **AND HANG UP** (lines remain lighted/in use until one or both outside parties disconnect).

To rejoin an unsupervised conference between two outside lines,

1. **PRESS** *TAP*.



Managing a Conference Call

Call Forwarding

Forwarding a Call

You can forward calls that normally ring at your telephone to another telephone for answering. You can forward just your prime line and intercom calls or you can forward any calls that ring at your telephone.

To forward intercom and prime line calls to another telephone,

1. **LIFT** handset, **PRESS** *INTERCOM* **AND DIAL** [*][0][5].
2. **DIAL** extension number of telephone to receive your forwarded calls.
3. **HANG UP** to end. (Your telephone will ring a short ring burst each time an intercom call is forwarded to remind you that this is happening).

To cancel intercom and prime line call forwarding,

1. LIFT handset, **PRESS** *INTERCOM* **AND DIAL** [#][0][5].
2. **HANG UP** to end.

To forward all calls to another telephone,

1. **LIFT** handset, **PRESS** *INTERCOM* **AND DIAL** [*][5].
2. **DIAL** extension number of telephone to receive your forwarded calls.
3. **HANG UP** to end. (Your telephone will ring a short ring burst each time an intercom call is forwarded to remind you that this is happening).

To cancel all call forwarding,

1. **LIFT** handset, **PRESS** *INTERCOM* **AND DIAL** [#][5].
2. **HANG UP** to end.

Call Forward Outside System (CFOS)

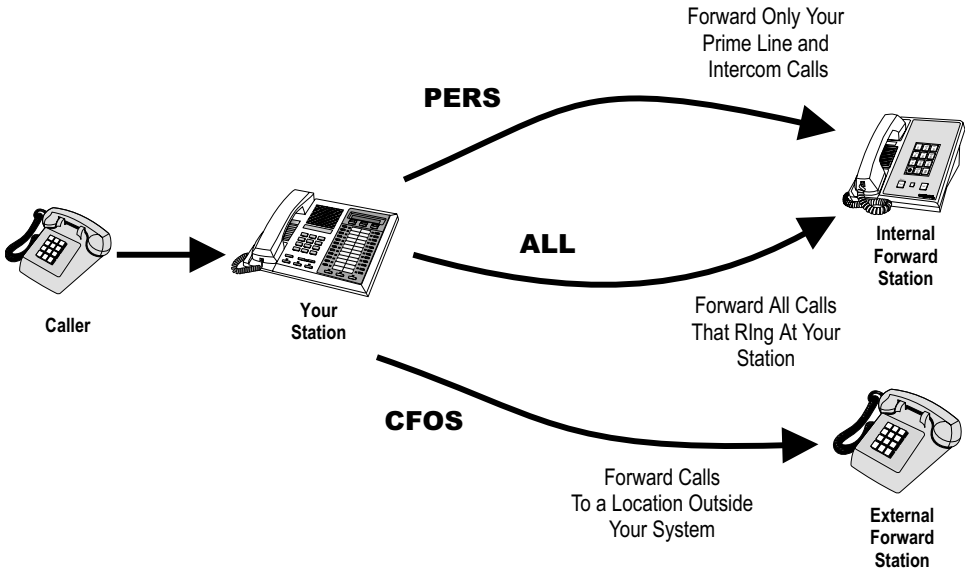
The Call Forward Outside System (CFOS) feature gives you the ability to forward line calls to a remote location outside the system. CFOS remains in effect in the event of a loss of power or a system reset.

To activate the CFOS feature,

1. **LIFT** handset **AND PRESS** *INTERCOM* [*][0][7].
2. **PRESS** the keypad button programmed with the target number, **OR SELECT** a line **AND DIAL** number (max 16 digits).
3. **PRESS** *HOLD* for Pause **OR PRESS** *TAP* for Flash.
4. **HANG UP** to end.

To deactivate the CFOS feature,

1. **LIFT** handset **AND PRESS** *INTERCOM* [#][0][7].



Call Forwarding Options

* Comdial has taken reasonable step in the design of all product features, including CFOS, which protect against unauthorized or fraudulent access to, or use of, a system, or which protect against unauthorized, fraudulent or unaccounted-for access to, or use of, long distance lines. However, no system is entirely invulnerable or immune from unauthorized or fraudulent access or use, or unaccounted-for access or use, and therefore Comdial disclaims any and all liability, and makes no warranty, express or implied, relating to unauthorized or fraudulent access or use, or unaccounted-for access or use.

Call Parking

You can place a call on hold in the system so that it can be answered from any station that does not have a line appearance for the call. You accomplish this by placing the call in one of nine park orbits, where the call remains until it is answered.

To place a call on hold within the system where it can be answered at any telephone in the system (parking a call in orbit),

1. While on the call, **PRESS** *INTERCOM* **AND DIAL** [*].
2. **DIAL** code for park location (orbit) ([9][1] to [9][9] for orbit 1–9).
3. **REMEMBER** the code for later use **OR MAKE IT KNOWN** to those who need to know in order to retrieve the call.

To retrieve a call that was placed on hold in the system (parked),

1. From any station, **PRESS** *INTERCOM* **AND DIAL** [#].
2. **DIAL** code for orbit 1–9 ([9][1] to [9][9]).

Handling Park Recalls

When a parked call times out of the system, it will return to your telephone in the form of a park recall (you will hear four short tone bursts at 12-second intervals).

To answer a park recall,

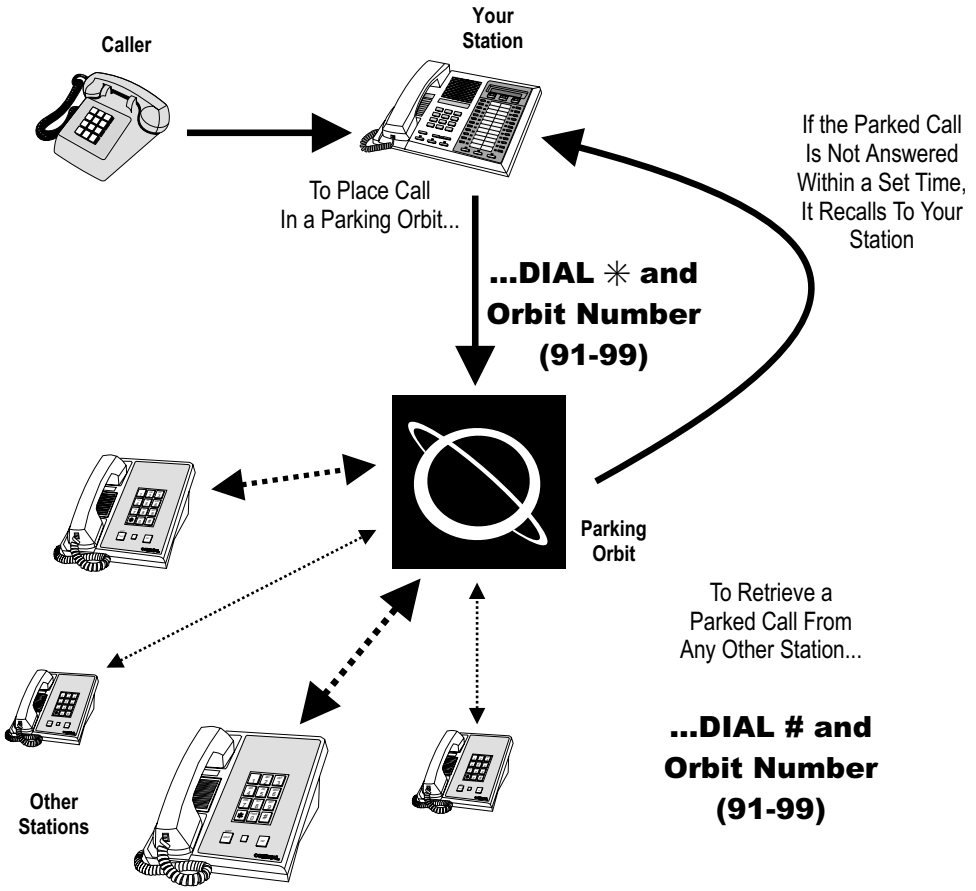
1. **LIFT** handset. The call will then connect to your station.

To place a park recall on hold at your station,

1. **LIFT** handset. The call will then connect to your station.
2. **PRESS** *HOLD*. If the call remains on hold for a period of time, it will ring back to your telephone as a hold recall.

To re-park a park recall and restart the park timer,

1. **ANSWER/RETRIEVE** call.
2. **PRESS** *INTERCOM* **AND DIAL** * and park code (the system returns the call to its original park orbit where it remains until answered or until it recalls again).



Parking Calls

Call Transferring

Screened Call Transfers

You can answer a call at your LCD station and transfer it to another telephone. If you first identify the caller to the party receiving the transfer (giving that user the opportunity to prepare for the call), you have made a *screened transfer.*

To screen and transfer a call to another telephone in the system,

1. **ANSWER** call.
2. **PRESS** *TRNS/CONF* (call is automatically placed on hold).
3. **DIAL** extension number of telephone to receive transfer, **OR PRESS** *DSS/BLF* button for that extension.
4. **ANNOUNCE** call when intercom party answers.
5. **HANG UP**.

Unscreened Call Transfers

You can answer a call at your LCD station and transfer it to another telephone. If you transfer the call without first announcing it, you have made an *unscreened transfer.*

To transfer an unscreened call to another system telephone,

1. **ANSWER** call.
2. **PRESS** *TRNS/CONF* (call is automatically placed on hold).
3. **DIAL** extension number of telephone to receive transfer, **OR PRESS** *DSS/BLF* button for that extension.
4. **PRESS** *SPEAKER* to disconnect (if in station mode), **OR HANG UP**. The transfer will ring at the called telephone.

If the intercom party is busy or does not answer,

1. **LIFT** handset to answer recalling line.

5 Nonverbal Messaging

Station-To-Station Message Delivery

When you call another telephone and no one answers, you may leave a reminder that you have called. Do this by turning on the BLF light at the called telephone.

If your telephone is not stored as a DSS/BLF button at the called telephone, your messaging call goes to the central message desk, if one is programmed. The central message desk (usually the system attendant) takes your message and turns on the message waiting light of the telephone that you originally called.

To turn on message light,

1. **MAKE** intercom call **AND RECEIVE** no answer.
2. **DIAL** [*][7] (BLF light at called station flutters).

To turn off message light,

1. **PRESS** *INTERCOM*.
2. **DIAL** [#][7].
3. **DIAL** extension number of telephone. *DSS/BLF* light turns off.

LCD Message Delivery

You can set system-supplied messages to be received or displayed by a calling LCD speakerphone.

To turn message on,

1. **LIFT** handset **AND PRESS** *INTERCOM*.
2. **DIAL** [*] [0] [2].
3. **DIAL** the desired number from your message list. The default messages of "Back At" and "Call" may be used:
   - For a "Back At" message, dial the code for time numbers and colon from dialing codes table.
     (For example, **DIAL** [#] [0] [0] [0] [1] [2] [9] [0] [4] [0] [5] for the time 01:45).
   - For a "Call" message, dial code for telephone number of your new location.
     (For example, **DIAL** [#] [0] [9] [0] [7] [0] [8] [1] [5] [0] [2] [0] [2] [0] [0] [0] [0] for the number 978–2200).
4. **PRESS** *SPEAKER* to end message. Intercom light flashes steadily.

Dialing Code Table

Character	Dialing Code	Character	Dialing Code
1	01	8	08
2	02	9	09
3	03	0	00
4	04	space	12
5	05	–	15
6	06	:	29
7	07		

To turn off message and your intercom light,

1. **LIFT** handset **AND PRESS** *INTERCOM*.
2. **DIAL** #02.

LCD Message List (Write attendant supplied messages here.)	
Dial Code	**Message**
0	
1	**Back At**
2	**Call**
3	
4	
5	
6	
7	
8	
9	

Message Waiting Light and Messaging

If your telephone is designated as a central message desk by the system or has message wait originate ability, you can turn on the message waiting light of any other telephone.

To turn on the message waiting light at an idle telephone,

1. **PRESS** *MESSAGE*. (**PRESS** *INTERCOM* **AND DIAL** * 3 for models 8101N).
2. **DIAL** extension number of station to be alerted. The message waiting light of called station will flash.

To turn off the message waiting light at a busy or idle station,

1. **PRESS** *MESSAGE*. (**PRESS** *INTERCOM* **AND DIAL** # 3 for models 8101N).
2. **DIAL** extension number of station that was alerted. The message waiting light of called station will turn off.

To turn off the message waiting light during message-delivering conversation,

1. **PRESS** *INTERCOM*.

To receive a message at an alert

1. **OBSERVE** flashing message waiting light.
2. **PRESS** *MESSAGE*. (**PRESS** *INTERCOM* **AND** *HOLD* for models 8101N). Connection to the station that left message is automatic.

6 Programming

Speed Dial Numbers

Speed dialing is a feature that lets you store and dial frequently called numbers using one or two buttons. You can store numbers for speed dialing at any keypad number.

> ***NOTE**: The Federal Communications Commission (FCC) requires that when programming emergency numbers and(or) making test calls to emergency numbers:*
> *1. Remain on the line and briefly explain to the dispatcher the reason for the call;*
> *2. Perform such activities in the off-peak hours, such as early morning or late evening.*

The outside numbers and feature codes are commonly referred to personal speed dial numbers when you store them at the 10 keypad number locations.

To store an outside number or a feature code as a speed dial number, proceed as follows:

1. **LIFT** handset **AND PRESS** *INTERCOM*.
2. **DIAL** [*][*][1].
3. **PRESS** keypad button to choose storage location.

4. **SELECT** line button to dial out on or press *INTERCOM*.
5. **DIAL** any number up to 16 digits long (include * and # if needed).

> ***NOTE**: You may need a pause between numbers to compensate for differences in response time between your system and the host system (ask your attendant about this). To store a pause, press HOLD , then continue dialing. If your system is behind a host system that needs a hookflash to access a feature, press TAP to store a hookflash, then continue dialing. Also, you may need to erase the typed digits appearing in your display to correct them. If you do, select BKSP once for each digit to be removed.*

6. **PRESS** *TRNS/CONF* to store number.
7. **PRESS** next location button **AND STORE** next number.
8. **REPEAT** previous step until all numbers are stored, **OR HANG UP** to end.

As you program numbers, fill in the identification strips on your telephone as well as these tables.

Personal Speed Dial Numbers (Keypad Buttons)				
1			6	
2			7	
3			8	
4			9	
5			0	

7 Other Advanced Features

Line Groups

Some systems have telephone lines arranged into line groups that you use instead of individual lines.

To access a system line group,

1. **LIFT** handset **AND PRESS** *INTERCOM*.
2. **DIAL** desired line group access code:

Line Group Access Codes		
Line Group	**Default Code**	**Active Code***
1	9	
2	8 1	
3	8 2	
4	8 3	

*** If your system attendant has reassigned your line group access codes, write them here for future reference.**

3. **LISTEN** for outside dial tone.
4. **DIAL** desired number.

Tracker Paging System

The optional Tracker paging system allows you to send and receive messages on Tracker Pagers assigned to station extension numbers. The Tracker system will also park calls in orbit for retrieval by the paged party.

To enable a Tracker Pager at your station,

1. **LIFT** handset **AND PRESS** *INTERCOM*.
2. **DIAL** [*][0][6].

To disable a Tracker Pager at your station,

1. **LIFT** handset **AND PRESS** *INTERCOM*.
2. **DIAL** [#][0][6].

To send a call back message to someone's Tracker Pager after receiving a ring—no answer,

1. **MAKE** an intercom call to someone and receive no answer.
2. **DIAL** [#][0][1].
3. After your station returns to idle* **HANG UP** handset to end. The Tracker Pager system transmits your station extension number to the called party's Tracker Pager display. (Some models also display your station name if the system is programmed to include station names.)

* If the Tracker paging system does not accept your actions, an error tone will sound at your telephone.

To send a call back message to someone's Tracker Pager without first calling them,

1. **PRESS** *INTERCOM*.
2. **DIAL** [#][0][1].
3. **DIAL** station extension number.
4. **HANG UP** handset. The Tracker Pager system transmits your station extension number to the caller's Tracker Pager display. (Some models also display your station name if the system is programmed to include station names.)

To park a call and have Pager—Tracker tell someone to retrieve the call,

1. **ANSWER** call **AND PRESS** *TRNS/CONF*.
2. **DIAL** Extension.
3. **PRESS** programmed TRACK button **OR DIAL** #01.
4. **HANG UP** handset to end.* The Tracker Pager system transmits orbit dialing code and caller ID information, if available, to called party's Tracker Pager display. (Alpha/numeric models display #91 through #99 while numeric-only models display -91 through -99.)

* If the Tracker paging system does not accept your actions, an error tone will sound at your telephone.

To respond when your Tracker Pager displays park orbit dialing code,

1. From any system station, **LIFT** handset **AND PRESS** *INTERCOM*.
2. **DIAL** #.
3. **DIAL** displayed orbit code (91 to 99).
4. **RETRIEVE** call.

Account Codes

If the installer has arranged your system for account code entry, your display may prompt you to enter an account code after answering a call.

To enter Account Code on an incoming call,

1. **PRESS** *INTERCOM* **AND DIAL** [*][0][4] (call is automatically placed on hold).
2. **DIAL** account code. Your telephone automatically returns to the call after you've dialed the complete account code.

If the installer has arranged your system for account code entry, these account codes may be "forced"(mandatory) for dialing outside numbers.

To enter account code on an outgoing call,

1. **DIAL** [9] **OR** other line button.
2. **PRESS** *INTERCOM* (call is automatically placed on hold).
3. **DIAL** [*][0][4] **AND** account code.
4. **LISTEN** for dial tone **AND DIAL** number you are calling.
5. Meet paging party on line.

Do Not Disturb Condition

This feature keeps calls from ringing at your LCD station and makes your station appear to be busy to intercom calls. As a reminder, a station which is set in Do Not Disturb mode will display this information on the LCD.

To enable DND, choose one of the following:

1. **PRESS** programmed DO NOT DISTURB button. The light next to the DO NOT DISTURB button turns on when the feature is active,
2. **PRESS** *INTERCOM* **AND DIAL** #01.

To override a do not disturb condition at another telephone,

1. **MAKE** intercom call **AND HEAR** DO NOT DISTURB tone.
2. **DIAL** *03 (called party will hear several short tone bursts).
3. **WAIT** for reply.

To disable DND,

1. **PRESS** programmed DO NOT DISTURB button. The light associated with the DO NOT DISTURB button turns off when the feature is disabled,
2. **PRESS** *INTERCOM* **AND DIAL** #01.

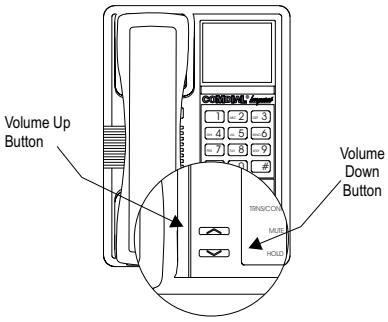
Volume Control

Setting Current Volume Level

The volume control on your telephone is a multipurpose control you can use to set the volume (loudness) of the ringer, the speaker, the handset, the headset, background music, and the group listening mode.

There are four ringer loudness levels (plus an off position). Set these levels as follows:

1. While your telephone is on-hook and idle, **PRESS** the *VOLUME UP* **OR** *VOLUME DOWN* button once for each change in loudness you desire. The ringer sounds once for each change as an example of the current setting. (On the 8112N, the ringer volume is controlled by a three position switch on the bottom of the telephone.)



Impact SCS Volume Buttons

> ***NOTE:*** *If you set the ringer to the "off" position, your telephone will sound a short ring burst once for each call you receive at your station while the ringer is off.*

There are at least eight handset loudness levels that you can set for the current call as follows (not available on 8112N):

1. While on a call and in handset mode, **PRESS** the *VOLUME UP* **OR** *VOLUME DOWN* button once for each change in loudness that you desire.

> ***NOTE:*** *When the call ends, the system resets the loudness of all future calls to the programmed (default) setting. For instructions in setting your station's default volume, see Default Volume Control section in the system specific Advanced Features chapter.*

Muting Your Station (not available on 8101N)

By using the *MUTE* button, you can block transmission of your voice to the distant party. You can do this whether you are using the handset or the speaker.

To mute your station,

1. **PRESS** *MUTE* (mute function and light turn on). You can still hear the distant party, but he or she cannot hear you.

To speak to the distant party,

1. **PRESS** *MUTE* again (mute function and light turn off).

Automatic Set Relocation

If your installer has equipped your system with automatic set relocation, when you move your telephone to a new location, the system will give you a choice (through a display prompt) as to whether you want to keep your previous programming or use the programming in the new location.

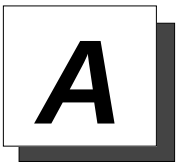
To maintain the extension number and programming features from the old location,

1. **CONNECT** the telephone line cord to the new jack.
2. **OBSERVE** the flashing HOLD light **AND PRESS** *HOLD* while the light is still flashing (your telephone immediately assumed the features from the previous location).

> ***NOTE:*** *If you do not select a button after installing the telephone, the system will automatically default to the programming from the previous location.*

To assume the extension number and programming features from the new location,

1. **CONNECT** the telephone line cord to the new jack.
2. **OBSERVE** the flashing HOLD light **AND DIAL** # while the light is still flashing (your telephone immediately assumes the features from the new location).



Feature Access Codes

This quick reference guide provides you with a list of the feature dialing codes used on the *Impact* digital telephone system.

Feature	Enable Code	Disable Code
Account Codes	*INTERCOM* + * 0 4 + *account code*	
All Call Paging	*INTERCOM* + 8 7	
Attendant	*INTERCOM* + 0	
Automatic Callback	*INTERCOM* + extension number + * 6	*INTERCOM* + # 6
Call Forwarding, All Calls	*INTERCOM* + * 5	*INTERCOM* + # 5
Call Forwarding, Personal Calls	*INTERCOM* + * 0 5	INTERCOM + # 0 5
Call Forward Outside System (DSU II Digital Expandable Systems)	*INTERCOM* + * 0 7	*INTERCOM* + # 0 7
Call Park, Park Orbit 1-9	*INTERCOM* + * + orbit code (9 1 to 9 9)	

Feature	Enable Code	Disable Code
Call Park, Retrieve Orbit 1-9	*INTERCOM* + # + orbit code (91 to 99)	
Call Pickup, Directed	*INTERCOM* + *4 + *extension number*	
Call Pickup, Group	*INTERCOM* + #4	
Call Waiting (sends tone)	*INTERCOM* + *01	
Directed Hold	*INTERCOM* + *90 + *extension number*	*INTERCOM* + #90
Executive Override	*INTERCOM* + extension number + *03	
Hookflash Code	*INTERCOM* + #04	
LCD Messaging	*INTERCOM* + *02 + *message number*	*INTERCOM* + #02
Line Group 1	*INTERCOM* + 9	
Line Group 2 to 4	*INTERCOM* + 81 to 83	
Line Group Queue	*INTERCOM* + group code + *8	*INTERCOM* #8
Message Waiting	*INTERCOM* + *3 + *extension number*	*INTERCOM* + #3 + *extension number*

Feature	Enable Code	Disable Code
Night Answer	*INTERCOM* + 8 0	
Operator	*INTERCOM* + 0	
Paging, Zones 1-3	*INTERCOM* + 8 4 to 8 6	
Paging, All-Call	*INTERCOM* + 8 7	
Paging, External	*INTERCOM* + 8 9	
Paging, Meet-Me Paging	*INTERCOM* + 8 8	
Park Orbit, Send	*INTERCOM* + * + orbit code (9 1 to * 9 9)	
Park Orbit, Retrieve	*INTERCOM* + # + orbit code (9 1 to * 9 9)	
Personal Ringing Tones (1-6)	*INTERCOM* + * * 4 + tone code (1 to 6)	
Redial Last Number Dialed	#	
Service Observe	*INTERCOM* + # 0 3 + extension number	
Station to Station Messaging	*INTERCOM* + extension number + * 7	*INTERCOM* + # 7
System Speed Dialing	* + 0 1 to 9 9	

Feature	Enable Code	Disable Code
Tracker Pager	*INTERCOM* + * 0 6	*INTERCOM* + # 0 6
Tracker Pager—Send Tracker Page	*INTERCOM* + # 0 1	
Toll Restriction Override	*INTERCOM* + * * 6	
Voice Announce Block	*INTERCOM* + * 2	*INTERCOM* + # 2

B Glossary

A

Account Code
A group of numbers, up to 16 digits in length, entered by station users during incoming or outgoing calls; the system uses account codes to identify the calls by category, or special grouping, for call accounting purposes.

All-Call Paging
Paging through the intercoms of all stations in the system.

Assist Button
A button that you can program that will let you send a message requesting assistance to the LCD of another telephone.

Attendant
Also known as the operator; typically, the first person to answer incoming calls and responsible for directing calls to the proper person or department.

Automatic Callback
System will ring a calling telephone when a busy called telephone becomes idle.

Automatic Dialing (or Autodialing)
Using programmable buttons to store numbers for one- or two-button dialing.

Automatic Redialing
Turning on a program that automatically redials the last number dialed once a minute for 10 minutes.

Automatic Route Selection (ARS)
ARS allows the system to automatically select the least costly line group available to a station to route a call. The system modifies the dialed number, if needed, to match the selected line group. ARS makes routing decisions (which lines to route a call over, if and how to modify a number, and costing information) based entirely upon the programming of the system.

Automatic Station Relocation
Process by which the system automatically recognizes particular stations if they are relocated to a different station port; the same class of service and station features are provided the station at the new port.

B

Block Programming
To eliminate the need to program each station individually, programmers can assign features or functions to groups of stations.

Button Query
Feature which allows users to display the functions of programmable buttons on LCD telephones.

C

Call Forward
Designating another telephone to receive intercom calls normally directed to the user's telephone.

Call Forward Outside System (CFOS)
Allows station users to forward incoming or transferred line calls to telephone numbers outside the system.

Call Park
Placing an active call at a particular telephone in system hold (park orbit) and retrieving it by any telephone.

Call Pick-Up
Answering a call at one telephone when it is ringing at another telephone.

Call Transfer
Transferring a call from one station to another. The transfer can be screened, i.e., you find out who is calling and announce them to the party being called; or unscreened, i.e., you transfer the call without identifying the calling party to the called party.

Caller ID
Allows station users to view the originating line number of incoming calls before they are answered.

Camp On
Process that allows a user to wait for a busy or idle line to become available and immediately be called back by the system; also allows users to send a tone to busy telephone to notify the station that a call is waiting.

Central Message Desk
A station that has been assigned to control message waiting lights and deliver messages to other stations in the system.

Class Of Service (COS) Programming
Customized programming of your system by the installer that establishes the basic operating parameters of the system and individual stations.

D

Data Interface Unit (DIU)
This optional unit provides connections for your standard multiline digital telephone and Industry Standard Telephone (IST) device such as a FAX machine or answering machine.

Departmental Station Operation
The operation of stations that are organized into departments.

Dial By Name
This feature allows users to employ any two-line display, LCD speakerphone and its interactive buttons to search through an index of names, locate a desired station name or system speed dial name, and automatically call the located item.

Digital Voice Announcing (DVA)
The DVA is a line-powered device that provides voice prompts for auto-attendant and transfer, or you can use it to enhance the operation of DISA and Tracker.

Direct Inward System Access (DISA)
An enhancement option that allows outside callers to directly call a station or access certain internal system features, including all line groups and ARS. To prevent fraudulent access and unauthorized use, the caller must use an authorization code and system access code to gain access to outside lines as well as many of the advanced telephone features.

Direct Inward Station Dialing (DISD or DID)
This feature allows an outside party to call an intercom station directly without an attendant's assistance.

Direct Station Selection/Busy Lamp Field (DSS/BLF)
Programmable buttons which allow the user one button to place intercom calls to other stations within your system; the button is sometimes referred to as a DSS button. Busy lamp field or BLF is a term for a light that identifies current call status of DSS station. See telephone layout drawings in Chapter 1 for location.

Do Not Disturb
A mode that disables incoming call ringing and intercom calling.

Dual Tone Multiple Frequency (DTMF)
The tones made by your telephone when you dial.

Dynamic Line Button
System temporarily assigns a normally unassigned line to an idle line button for certain call handling operations.

E

E&M Tie Lines
In telephony, a separate pair of leads to your station which are used by system operators for signaling and supervisory purposes.

Exclusive Hold
Only the telephone placing the call on hold can retrieve it.

Executive Override Breaking into a conversation at a busy called telephone. This intrusion is announced by several quick tone bursts over the conversation.

H

Handsfree Answer Inhibit
A telephone can be set to block voice calls sent to it over the speaker.

Hookflash
Action that occurs when the TAP button is pressed. Needed for activating host system features.

Hookswitch
The switch on a telephone which, when depressed manually or by the handset, disconnects a call.

I

IMIST
Module which allows the connection of an external device to a Comdial digital telephone.

Industry Standard Telephone (IST)
Analog telephone with only a basic 12 button keypad and no advanced features

Intercom
An internal communication system that allows you to dial another station at your office or location without connecting to the outside telephone system.

K

Keypad
Buttons 0 through 9, * and # used for dialing.

L

Last Number Redialing
Automatically dialing the last number dialed.

LCD
Liquid crystal display; the alphanumeric display of several Comdial Digital Telephone models.

Line Groups
Programmers assemble and program outside lines into distinct line groups which users must dial a certain code to access.

Line Queuing
When several telephones share a line and that line is busy, a user can dial a code and hang up to wait for the line to become idle. When the line becomes idle, the user's telephone will ring.

M

Meet-Me Answer Page
Any user can dial a code in response to an all-call or zone page and be connected to the paging party in a private conversation.

Messaging
Turning on a telephone lamp to let the user know that a message awaits pickup and leaving a message on the display of a telephone that gives information on your status.

Mute
A fixed feature button that keeps a distant party from hearing your conversation. This button also lets you adjust the telephone display contrast from light to dark.

N

Night Transfer
Transferring incoming calls to a particular station(s) for off-hour answering.

O

Operator Station
Also known as the attendant station, this system station is programmed to ring when users dial the operator; usually considered the central message desk of the system although multiple attendant stations are possible

P

Paging
This feature allows station users to dial-up customer provided loudspeaker paging equipment and page over externally placed loudspeakers and determines what paging zones, if any, a station can page over.

Prime Line
A line designated to a particular telephone and automatically selected when the handset is lifted.

Privacy
Line feature, assigned by the programmer, to allow only one station to access a line at any time; no other station has access to the line unless the user makes it available through conferencing.

Programmable Buttons Each telephone or station has buttons that can be user-programmed for autodialing numbers or feature codes, or other special purpose dialing requirements.

Pulse/Tone Switching
Changing from pulse/rotary dial signals to tone/DTMF signals.

Q

Queue
Method by which a station user waits for an available line by dialing a code and waiting for the system to call back.

R

Response Messaging
Responding non-verbally to a calling station by pressing a programmed button that sends a message to the calling station's display.

Ringing Line Preference
An automatic connection to any outside line ringing at the station when the station handset is taken off-hook.

Ringing Tones, Personal
A telephone can be arranged to ring in one of six distinctive tones.

S

Saved Number Redialing
Saving a last manually dialed number for later autodialing.

Screened Call Transfer
Allows users to first announce and then transfer both line and intercom calls from one station or group to another.

Service Observing
Class of service programming option allows users to enter an in-progress call in an unannounced muted mode to monitor the call.

Speed Dialing
Autodialing using the keypad buttons. Speed dialing can be station calls (personal and accessed by only one specific user) or system calls (numbers used and accessed by anyone in the system).

Station
A single system telephone with an individual identity and feature set assigned by the programmer.

Station Message Detail Accounting (SMDA)
Station message detail accounting provides a record of the incoming and outgoing calls handled by the system on selected lines. This record provides information for accounting and traffic analysis studies.

Subdued Off-Hook Voice Announce (SOHVA)
A private announcement that can be made to a busy party which they hear through the receiver of their handset.

System Alarm Reporting
Allows you to view (through the LCD telephone screen) the various system alarms and the stations with which those alarms are associated.

System Speed Dial
System speed dialing provides system users with a repertory of up to 500 numbers that they can dial from any telephone in the system. The installer or the attendant is responsible for storing the system speed dial numbers.

T

TAP (Flash/Recall)
Depending on your system's programming, this button gives you a fresh dial tone or activates a hookflash.

Toll Restriction
Class of service feature by which the system allows or denies outgoing calls to selected users over selected lines.

Tone Call
A ringing intercom call.

Tracker Pager
The Tracker optional pager system allows you to send and receive messages to Tracker pagers assigned to station extension numbers.

TRNS/CONF
A fixed feature button that allows you to transfer outside calls and set up conference calls.

U

Unscreened Call Transfer
Allows users to transfer line or intercom calls from one station or group to another without first announcing them.

Unsupervised Conference
After a establishing a conference between two outside parties, the originator drops out leaving a line to line unsupervised connection with the remaining parties.

V

Voice call
A verbal intercom call.

Voice Announce Blocking (VAB)
A telephone can be set to block voice calls sent to it over the speaker.

Z

Zone Paging
Paging through the intercoms of some stations or departments in the system.

Impact 24/48/72 Index

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